

Revenues & Benefits



ADUR & WORTHING
COUNCILS

Registering for Self Service

Once you have accessed the Self Service web page, follow these steps to register:

1. You cannot access Self Service without registering first, so click on the “**Register Now**” button.

The screenshot shows two main sections: a "Sign In" section on the left and a "Register" section on the right. A red arrow points from the "Register Now" button in the Register section back to the "Register Now" link in the Sign In section, indicating that clicking the link in the Sign In section will lead to the registration process shown in the Register section.

Sign In

*Got a Self Service account? *Having login problems?
Please email us on revsbens@adur-worthing.gov.uk*

Username

Enter the Second and Sixth characters from your password.

Sign In

[I forgot my username](#)
[I forgot my password](#)

Register

Welcome Guest! [Sign In / Register](#) [Help](#)

Register an account in a few simple steps

Register Now

Reasons to register an account

Registering an account will enable you to access information or make payments for local authority services such as:

- Council Tax
- Housing Benefit and Council Tax Support
- Landlord
- Business Rates

2. Fill in the required details on the registration screen shown below, including your name, email address, and security questions

The screenshot shows a registration form titled "Step 1 of 4 - Your Details". At the top right, there are links for "Welcome Guest!", "Sign In / Register", and "Help". Below the title, a link "Already have an account? [Sign in](#)" is visible. A large red arrow points from the top left towards the "Personal Details" section. This section contains fields for "Forename", "Surname", "Mobile Number", "Telephone", "Email Address", and "Confirm Email Address", each with its own input field.

Personal Details

Forename

Surname

Mobile Number

Telephone

Email Address

Confirm Email Address

then click on the “Next” button.

3. You can now choose which services you want to sign up for, or you can do this later. The services available are “Council Tax”, “Business Rates”, “Benefits” (as the claimant) or “Landlord” (as the landlord of a Housing Benefit claimant).

The “Landlord” service only allows you to view details about tenants that you’re receiving Housing Benefit payments for, and will not allow you to view details of your tenant’s personal circumstances.

To select a service click on one or more of the tiles below to turn the “Add” button green

Step 2 of 4 - Add services

Optional - Choose services you would like to sign up to. Don't worry if you do not want to add any now; this can be done at anytime.

Revenues

Council Tax

Added ✓

COUNCIL TAX
Adding Council Tax to your account will allow you to view and manage your Council Tax bill online

- Receive notification of any bills and view them online
- Sign up and amend your Direct Debit details
- Report a change of address

Business Rates

Add

BUSINESS RATES
Adding Business Rates to your account will allow you to view and manage your Business Rates bill online

- Receive notification of any bills and view them online
- Sign up and amend your Direct Debit details

Benefits

Housing Benefits

Add

HOUSING BENEFITS
Adding Housing Benefits to your account will allow you to view your Housing Benefit claim online

- Check your current award for Housing Benefit and Council Tax Support
- View next and previous payment details, including details of any Housing Benefit overpayments
- Receive notification of any changes to your award and view them online

Landlord

Add

LANDLORD
Adding Landlord access to your account will allow you to view your details of your tenants claims online

- Check the current award for Housing Benefit for any of your tenants
- View next and previous payment details, including details of any Housing Benefit overpayments
- Receive notification of any changes to your tenants award and view them online

Step 2 of 4

Next

then click on the “Next” button.

4. A new window will appear advising you an email has been sent to your nominated email account containing a link which will activate your account. Please access your email to verify your account.



Step 3 of 4 - Verify email

An email has been sent to **xxxxx.xxxxx@outlook.com** containing a link which will activate your account.

(i) Your account will not be active until you follow the link in your email.

The e-mail sent to you for activation *may* appear in your 'Junk' folder instead of your 'Inbox'.

Now please close this page and go to your email account.

Step 3 of 4

5. Once you have activated your account you will see this screen.



Step 4 of 4 - Complete

✓ Your account is now active and ready to use .

Step 4 of 4

[Take the tour](#)

[No thanks](#)

6. You now have the option to “Take the Tour” or “No Thanks”. If you choose “No Thanks”, you will be taken to the next screen.

7. If you have selected one or more services in step 3, the following screen will appear. Please enter either your

- Council Tax account number (this is the nine-digit number beginning with “9” that’s shown on your Council Tax bill)
- Business Rates account number (this is the nine-digit number beginning with “1” that’s shown on your Business Rates bill)
- Benefit claim number (this is the nine-digit number beginning with “5” that’s shown on your award letters)
- Landlord (this is the eight-digit number beginning with “9” that’s shown on the counterfoil of the cheques or BACS remittance that’s sent to you when payments are issued)

And then click on the “Access Now” button.

Dashboard My Services My Activity  sue ▾ Help

My Services

This is your My Services dashboard

From here you can access any of the services you have subscribed to. If you want to add a new service click the 'Add Service' button, if you want to add another account on an existing service then select the 'Add Account' button at the bottom of each tile. To remove an account select 'Remove Account'.

Reference Number:

When adding your account, you'll be asked to provide your "reference number" - this is your Council Tax or Business Rates account reference number, your Housing Benefit claim number or your Landlord creditor number.

Once you have entered your reference number, you can access your account using the 'Access Now' button.

Add Service Click Add Service to see the list of available services

 Council Tax

Account Reference Number

Access Now

Enter your PIN

8. The next screen will ask you details that are linked to your account. For example, for your Council Tax account it will ask you the following information.

Request Access to Council Tax Account

all fields marked with * are required

Day of the month Council Tax instalment is due*



Please complete as much of this form as you can. You can continue when enough information has been given

Bank account number from Direct Debit used to pay Council Tax

Amount of last Council Tax payment made £

Surname

Postcode

Phone Number

I don't have enough information to continue

9. If you do not have enough information, you can tick the “I don’t enough information to continue” box and you can then request a PIN



Request Access to Council Tax Account

Unfortunately we do not hold enough information about you in our system to be able to securely authenticate you. On this occasion we will therefore need to send you a PIN through the post which will allow you to access the service. Please click on the button to confirm you require a PIN letter to be sent to you.

Please note: you will be sent a separate PIN for each service that you register for.

10. For security reasons a letter confirming your PIN will be sent to you by post. You will not be able to access your account online until you receive this so you should either
 - a. Log out of Self Service (by clicking on your user name shown in the top right-hand corner of the screen); or
 - b. Add another service by clicking on the “Add Service” button
11. Once you receive your PIN you should return to the Self Service login page shown in step 1 of this guide. Enter your username and two of the characters from your password. You will then be asked to enter the answer for one of the security questions that you set up during the registration process.

12. A screen similar to the one shown below will then appear

The screenshot shows the 'My Services' dashboard. At the top, there are navigation links: 'Dashboard', 'My Services' (which is highlighted in blue), and 'My Activity'. On the right, there's a user profile icon labeled 'sue' and a 'Help' link. Below the navigation, the title 'My Services' is displayed in a large, bold, blue font. A sub-header 'This is your My Services dashboard' is followed by a paragraph of text explaining how to manage services. A section titled 'Reference Number:' provides instructions for adding an account. Below this, a button labeled 'Add Service' is shown next to the text 'Click Add Service to see the list of available services'. The main content area features a 'Council Tax' service tile. This tile includes a small icon of a building, the text 'Council Tax', and a form field labeled 'Account Reference Number' with an empty input box. At the bottom of the tile are two buttons: 'Access Now' and 'Enter your PIN'. The 'Enter your PIN' button is highlighted with a red rectangular box and a red arrow points to it from the left.

You should enter your Account Reference Number then press “Enter your PIN” the PIN that’s shown in the letter that you’ve received to activate the service.

You will only need to enter this PIN once - every time you log in to Self Service from now on you will simply need to enter your username and two randomly-requested characters from your password.

13. If you subsequently subscribe to an additional service (e.g. you initially subscribe for Council Tax but then register for Benefits at a later date) you will be sent a separate PIN for the new service and will need to enter this once you receive the letter confirming your PIN.

14. If you have more than one Council Tax or Business Rates account number you can add an account by clicking on the “+ Add account” button.

My Services

This is your My Services dashboard

From here you can access any of the services you have subscribed to. If you want to add a new service click the 'Add Service' button, if you want to add another account on an existing service then select the 'Add Account' button at the bottom of each tile. To remove an account select 'Remove Account'.

Reference Number:

When adding your account, you'll be asked to provide your 'reference number' - this is your Council Tax or Business Rates account reference number, your Housing Benefit claim number or your Landlord creditor number.

Once you have entered your reference number, you can access your account using the 'Access Now' button.

Add Service Click Add Service to see the list of available services

Council Tax

Account Reference Number

Access Now Enter your PIN

+ Add account **- Remove Account**

15. You can then follow the steps above to “Access Now”, from Step 7, or if you haven’t got all the information you need, you can request a PIN, from Step 9.